

New report: Public feedback helps improve patient experience at Poole Hospital A&E



We recently gathered patient feedback about Poole Hospital A&E. People's experiences were overwhelmingly positive, but there were some key themes in the negative feedback that we gathered. We have shared our findings with Poole Hospital, along with our recommendations for change and improvement. The Emergency Department has welcomed the report and is already working to address the issues raised. [Read more.](#)

Some of our volunteers shared their reflections on gathering patient feedback, [read our blog.](#)

Feedback about Dorset County Hospital A&E

We are now gathering feedback from patients who have recently visited Dorset County Hospital A&E to help inform their redevelopment plans. If you would like to share your views, please [contact us](#) and we will arrange for one of our volunteers to carry out a phone interview.



Has your treatment been cancelled or delayed?



The latest data shows that the number of people waiting for routine operations and procedures in England is at its highest level since 2007 – currently at 5.45 million. And new research by The King's Fund shows that people living in the poorest areas are waiting longer for hospital treatment.

The impact of delayed treatment can be huge, potentially leaving people in pain and affecting their physical and mental health, and their daily life. So, The King's Fund and Healthwatch England are jointly calling for urgent action to address hospital waiting lists and improve patients' experience of delays to treatment. [Read more.](#)

Healthwatch England wants to hear about your experience of waiting for care and what support and information you're getting to help you look after your health while you wait. [Share your views.](#) If you would prefer to get in touch with Healthwatch Dorset, phone 0300 111 0102 or email us:

enquiries@healthwatchdorset.co.uk.

Young Listeners feedback to Dorset & BCP Councils



This week, our Young Listeners met with some of those who are responsible for providing young people's health and social care in the county.

They did a fantastic job presenting the key issues that young people have raised with them this year and the changes that they would like to

see. We will be publishing their findings later in the autumn and letting you know how the Councils plan to respond to improve young people's services. [Read more about the project.](#)

Encouraging students to get involved

We had a great time at Weymouth College Freshers Fair this month talking to students about their health and social care services, encouraging them to share their views, and making them aware of volunteering opportunities with Healthwatch Dorset. Read the results of our [Volunteer satisfaction survey 2021](#) to learn more about the value of volunteering.



Moving to university? Register with a GP



If you have a son, daughter or family member who is moving away from home to university, make sure you remind them to register with a local GP. They can find out more about how to do this here: [Registering with your GP, understanding your rights.](#)

Know Dementia, Know Alzheimer's

September was World Alzheimer's Month, and the theme this year was about the power of knowledge. By learning more about dementia and understanding the changes in memory and behaviour, people are more likely to seek the help and support they need. Being diagnosed with dementia can be a big shock, and it can be hard to know what to do next. Find out more about what should happen when you're diagnosed with dementia and the support you should receive. [Read more.](#)



Find out more about dementia and local dementia services and support from

- [Dorset HealthCare University NHS Foundation Trust](#)
- [Our Dorset](#)
- [Help and Kindness/Alzheimer's Society Dorset](#)

Accessible information survey – British Sign Language

SignHealth has launched a survey to find out if the 'Accessible Information Standard' is benefiting people whose preferred language is British Sign Language (BSL). They want to hear from patients and health professionals, so please share your feedback and share the survey:

www.surveymonkey.co.uk/r/6FJWD7E.



Share your feedback

[Get in touch](#) to share your feedback and help make health and social care better for you and your community.



Share our news

If you know someone who would be interested in keeping up to date with our news or getting involved with our work, please share this bulletin and the [sign-up link](#).

Speak up and help make health and social care better for you and your community

Healthwatch Dorset is the county's health and social care champion. We are an independent statutory body with the power to make sure NHS leaders and other health and social care decision makers listen to public feedback and use this to improve standards of care. Healthwatch Dorset covers the geographical area of Dorset, which includes the unitary authority areas of Bournemouth, Christchurch and Poole and Dorset.



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